



# ***Headquarters U.S. Air Force***

**U.S. AIR FORCE**

***integrity - Service - Excellence***

## **OLVIMS Operational Architecture Process**

***Air Force Enterprise Fleet Management for  
the Future***



**Jon Newsome**

**May/Jun 03**

# ***Headquarters U.S. Air Force***

---

***Integrity - Service - Excellence***

# **GOOD NEWS**

---



**U.S. AIR FORCE**

---

# ***Description of Task***

- **Develop Operational Architecture for Fleet Management -**  
BearingPoint shall assist the government in development of an Operational Architecture (OA) in support of its fleet management requirements. BearingPoint will be required to provide facilitation and modeling support in development of the OA. BearingPoint shall insure coordination with Air Force (AF) and OSD architectural guidance to include Future Logistics Enterprise (FLE) and AF Logistics Enterprise Architecture (LogEA). BearingPoint shall work with the Standards Systems Group (SSG) in support of development of the systems architecture. The OA will comply with C4ISR standards and be consistent with the SCOR model where appropriate.
- **Operational Architecture (Draft Due: 45 Days after award, Final: 60 days after award) [Award date is 22 May 03]**



**U.S. AIR FORCE**

---

# ***Methodology***

- **Understand Where This Effort Sits in the Air Force's Transformation Framework**
- **Familiarize the Team on SCOR and C4ISR (not to constrain the process, but to keep it focused)**
- **Best Business Strategy/GAP Analysis**
- **Define the Deliverable**
- **Strategic Planning**
- **Conduct Architecting**
- **COTS Tool Assessment**
- **Conduct Site Visit to see the Possibility**



U.S. AIR FORCE

# Overview of DoD Architecture Environment

	<b>Breadth</b>	<b>Scope</b>	<b>SA Depth</b>	<b>Focus</b>	<b>Purpose</b>	<b>Delivery</b>
<b>BMMP / BMEA</b>	Across DoD	Fiscal systems and those that trigger financial transactions	All DoD systems	Focus on SA	Establish policy to approve / deny funding for systems implement across services	BMEA and Transition Plan Spring 2003
<b>FLE</b>	Across DoD Log	Log functions as relate to DoD Enterprise	All DoD Log systems	Focus on OA	Represents Log Domain for BMMP / BMEA	Initial EA delivered Fall 2002
<b>EAIC / HAF-CIO</b>	Across AF	Technical arch. aspects across AF functions	All major AF systems	Focus on SA	Establishes technical guidelines for system implementation	TBD
<b>AF LogEA</b>	Across AF Log	Logistics functions across AF Enterprise	HQ and MAJCOM Log owned systems	Focus on Log - OA & SA	Establishes future ops environment for log to include bus processes, systems, and organization	Fall 2003
<b>AFMC</b>	Across AFMC	Log functions across AFMC	AFMC owned systems	Focus on SA	Capture AFMC wide inventory of current applications	Spring 2003

***Integrity - Service - Excellence***



**U.S. AIR FORCE**

# ***Surf the Wave or Be Swallowed By It***

---

- **The Way-Ahead is COTS (no longer a debated issue)**
- **No New Systems without New \$**
- **No \$s for the \$41M Shortfall in AF/IL**
- **Fund the Top Priorities at the Expense of Others**
- **Got Funds from CALM & ILS to fund the OA and First Spiral in FY03**



**U.S. AIR FORCE**

# ***Use of the AF Log EA Architecture***

- **Provide single authoritative strategic map of future business practices, systems, and organizations**
- **Provide guiding principles for implementation of business processes, systems, and organizations**
- **Guide development of TP and business process, system, and org. implement timeline and related process, system, and org. retirements**
- **Meet future POM requirements (BMMP / BMEA)**
- **Baseline for future fiscal decisions**
- **Logistics Enterprise Governance and Portfolio Management**
- **Centrally manage the implementation of Enterprise wide initiatives, and processes / systems to be centrally managed in the future state**
- **De-centrally manage the implementation via EA guidelines for decentralized processes and systems**



**U.S. AIR FORCE**

---

# ***The OLVIMS Team***

## **HQ USAF/ILGP**

- **SMSgt Rex Curry - HQ USAF/ILGP\_**

## **Vehicle Maintenance**

- **MSgt Steven Lazarus - HQ ACC/LGT**
- **TSgt Peter Hopper - 18<sup>th</sup> LRS/LGRVM (Kadena)**
- **MSgt Gary Young - HQ PACAF/LGRWM**
- **MSgt Oran Trafford - 100 LRS/LGRVM (RAF Mildenhall)**

## **WR-ALC**

- **MSgt Brian Lafleur - WR-ALC/LESV**
- **Ms. Debra Napier - WR-ALC/LESV**

## **Vehicle Operations**

- **SrA Andrew Morris 11 LRS/LGRVO (Bolling)**
- **TSgt Jodi Mohler - 78 LRS/LGRVO (Robins)**
- **MSgt Grace Davis 12 Trans/LGTO (Randolph)**

## **SSG**

- **Maj Gilbert Jennings - HQ SSG/ILI**
- **MSgt Salah Rasheed - HQ SSG/ILTR**

## **BearingPoint**

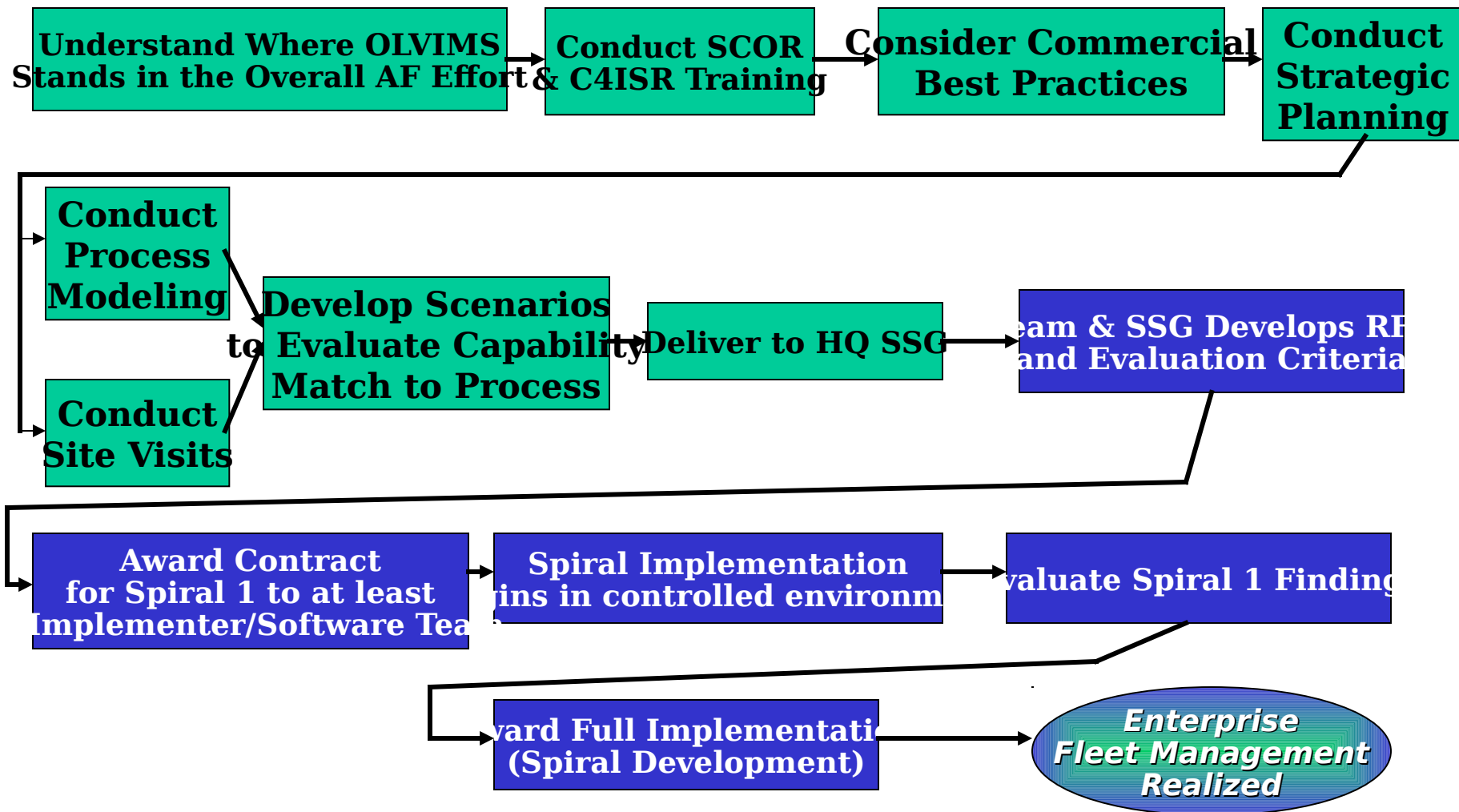
- **Mr. Jon Newsome**
- **Mr. Yvan Caceres**
- **Mr. Thomas Thompson**
- **Mr. Mike Morgan**





**U.S. AIR FORCE**

# ***Our Process***



***Integrity - Service - Excellence***



# ***Assumptions/Constraint*** ***S***

**U.S. AIR FORCE**

---

- **Enterprise Solution**
- **Must support all possible scenarios (home station and deployed)**
- **Must fit within the overall Air Force Operational Architecture**
- **Close adherence to SCOR and C4ISR**
- **Consider the Art of the Possible**
- **Must be done in 45 Days**



U.S. AIR FORCE

---

# ***Defining the “Enterprise”***

- **The Enterprise Extends from the Unified Commands to the Individual Operators of the Fleet (Internal and External) where customers may be at every level of the Enterprise**
- **The Material, Information, and Resources required to provide Capability to the Customer**
  - **Material includes Vehicles, vehicle components, and “add-ons/accessories” which allow a vehicle to provide a unique capability**
    - **Components include repair parts (LRUs, SRUs, DLRs, Common and unique items)**
    - **Accessory equipment and add-ons include: auxiliary equipment, light kits, blades, wire ropes/cables, hydraulic components, petroleum dispensing equipment, road/trip kits**
    - **May support a weapon system platform but not the weapon system**



**U.S. AIR FORCE**

# ***Defining the “Enterprise” (continued)***

- **Information includes that information required to:**
  - **Forecast/Scheduling/Demand Planning**
  - **Historical Data**
  - **Asset Visibility**
  - **Workflow Information**
  - **Constraint and Capability to provide Workflow**
  - **Financial (Forecast and Execution, Cost and Price)**
  - **Performance Management**
  - **Personnel and Training**
  - **Licensing and Certification**
  - **Contract and Vendor Information**
  - **Usage**
  - **HAZMAT**



U.S. AIR FORCE

# ***Defining the “Enterprise” (continued)***

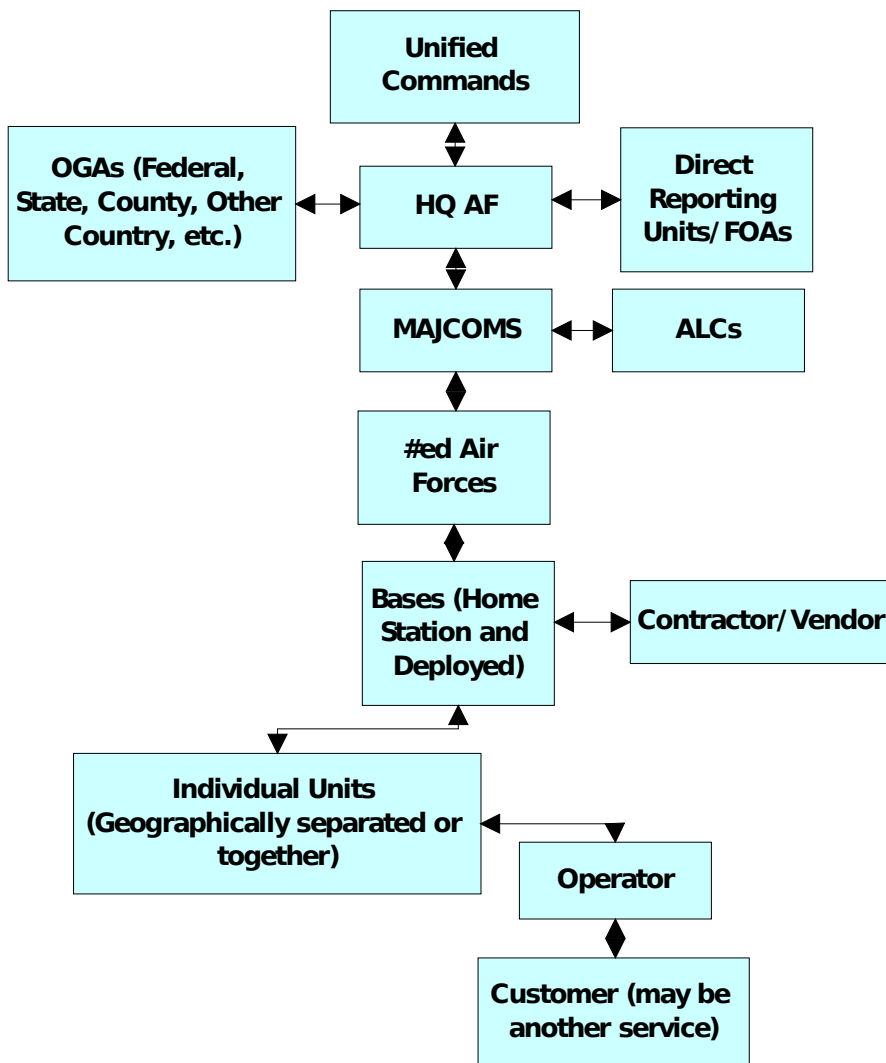
---

- **Resources Include:**
  - **Personnel (Authorized, Available, Trained, Certified)**
    - **Organic and Contracted**
  - **Internal Tools, Fuel Consumption, Test/Diagnostic Equipment**
  - **Software, hardware, connectivity, processes**
    - **Connectivity may be provided by other agencies within the DOD Enterprise**



U.S. AIR FORCE

# *The Air Force Fleet Management Enterprise*



Customers  
may be at  
any level  
of the  
Enterprise



U.S. AIR FORCE

# ***What is the Fleet that We are Managing?***

---

- **Consists of internally utilized and tasked assets (vehicles and other equipment), their components (add-ons/accessories), and unique capability equipment (excluding weapons systems and unit mission unique packages)**
  - **The mission support tools, support equipment, and internal components, specialized equipment associated with providing the unique capability of each of these tasked and internal vehicles**
  - **Does not include Support equipment fixed to the facility that can not be deployed or moved**
    - **This would be infrastructure, facilities equipment**



- **Be the Best Qualified,  
Preferred Source, Providing  
Total Lifecycle Systems  
Management of Ground Fleet  
Assets to the Warfighter  
(Globally)**





U.S. AIR FORCE

---

# ***Mission Statement***

- **Provide Economic and Efficient Fleet Management, Maintenance, Services, Assets and Other Logistics Readiness Support to the Expeditionary Air and Space Force and Other Government Agencies to Execute Successful Mission Generation and Sustainment.**



U.S. AIR FORCE

# ***What Do You Hate About the Current Process/System?***

---

- **Data integrity**
- **Multiple systems**
  - **Redundant Data and systems**
- **Non-Network-able**
- **Lack of readily available historical information**
- **Better Performance Metrics and Baselines, targets**
- **Inadequate Backup Systems**
- **Better Security**
- **Inadequate data**
- **Poor interfaces between systems**
- **User manuals and training programs**



U.S. AIR FORCE

# ***What Do You Hate About the Current Process/System?***

---

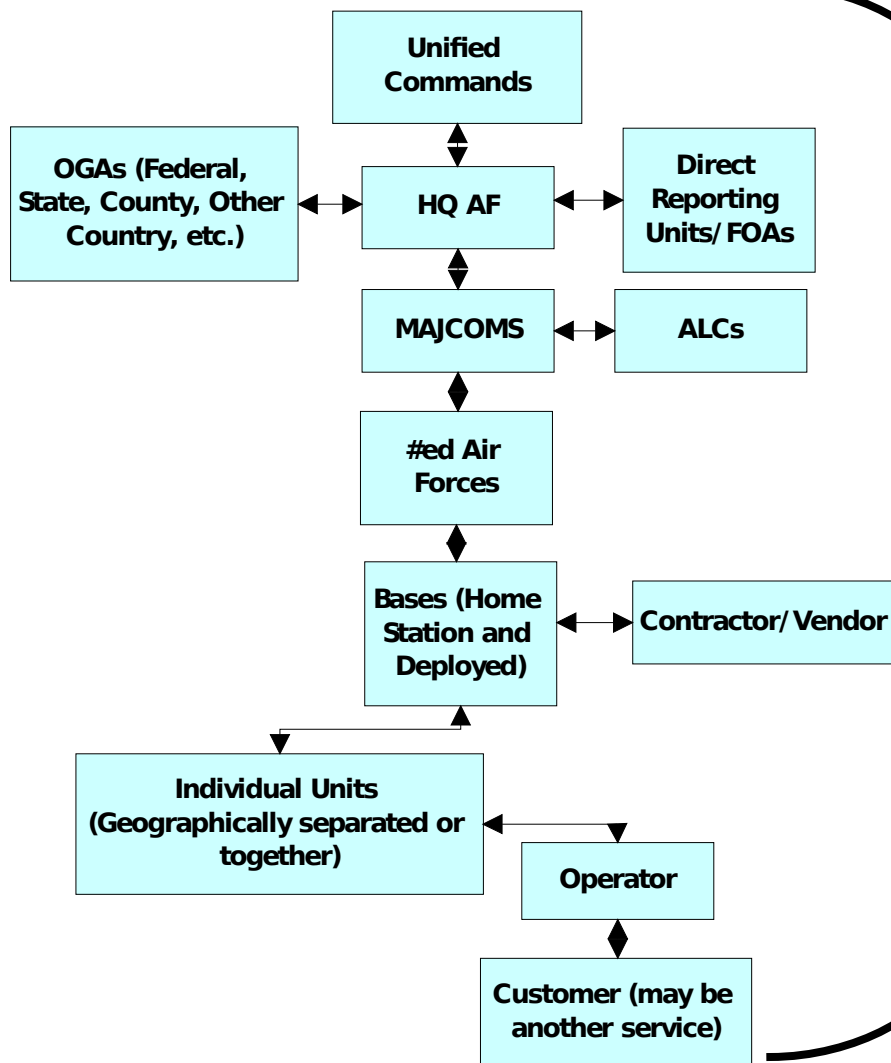
- **Data Retrieval**
- **Lack of capability to do analysis (predictive)**
- **Scheduling of people, workflow and parts**
- **Lack of Decision Making Capability**
- **Lack of Flexibility**
- **Lack of ability to track multiple alternative fuels**



U.S. AIR FORCE

# Who Else Will Use this Info and What For?

The entire enterprise will use this information to perform the following functions - Total Lifecycle Management

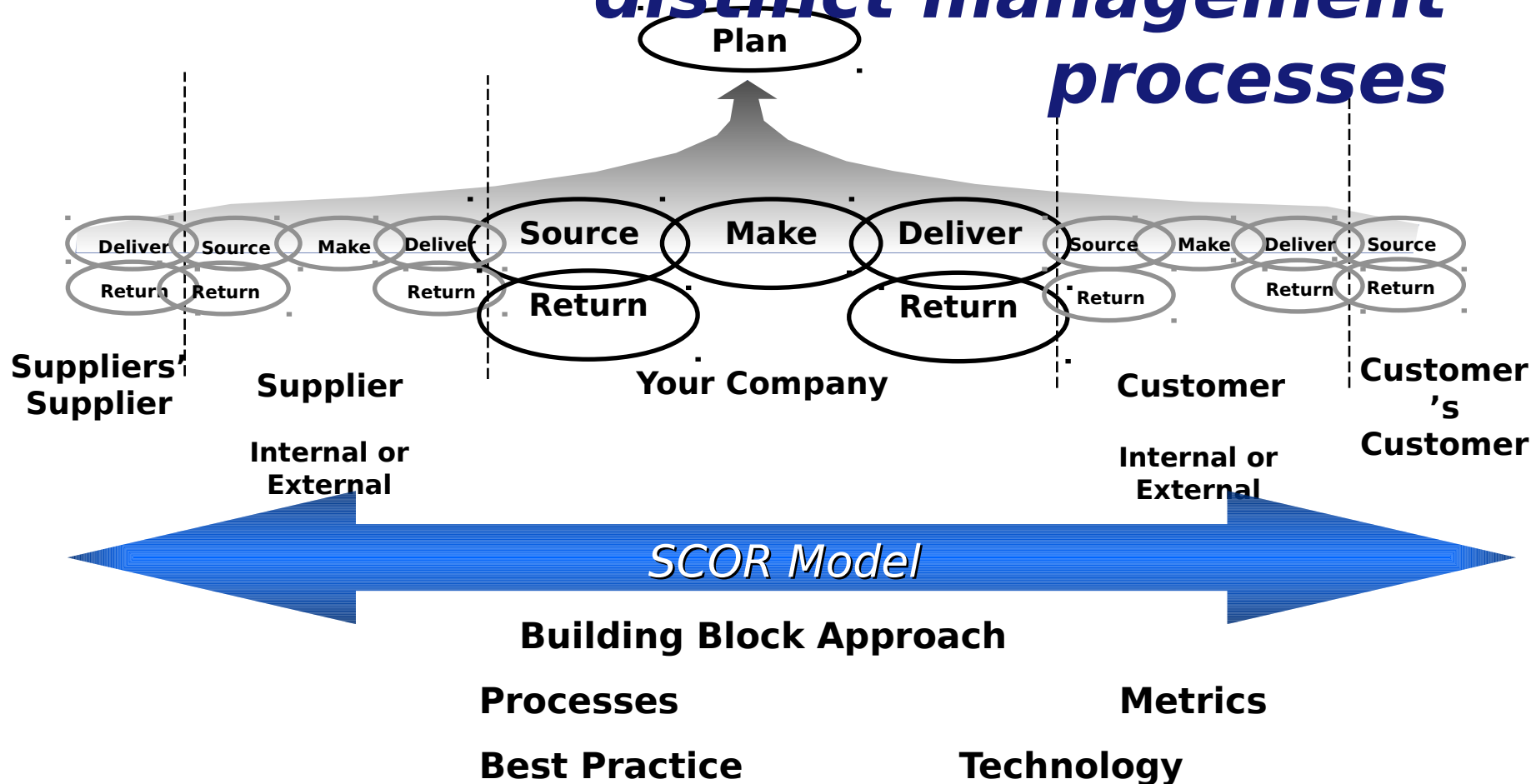


- Acquisition/Contracting
- Budgeting/Forecasting
- Operations Planning/Deployments
- Supply Chain Managers
- Maintenance Planning
- Vendors/Suppliers



U.S. AIR FORCE

# ***SCOR is structured around five distinct management processes***



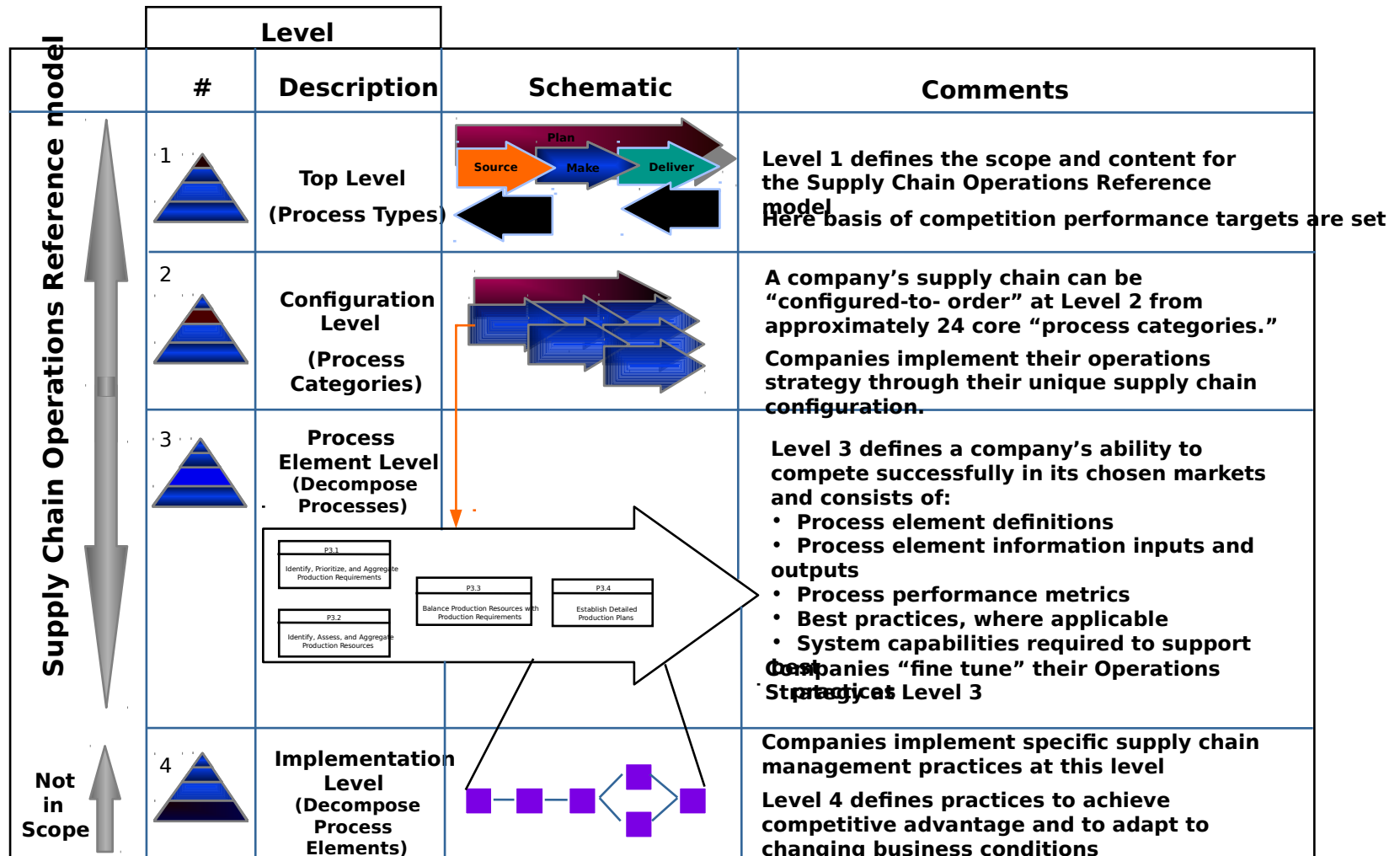
SCOR  
Supply-Chain Council

***Integrity - Service - Excellence***



U.S. AIR FORCE

# SCOR Contains 3 Levels of Detail

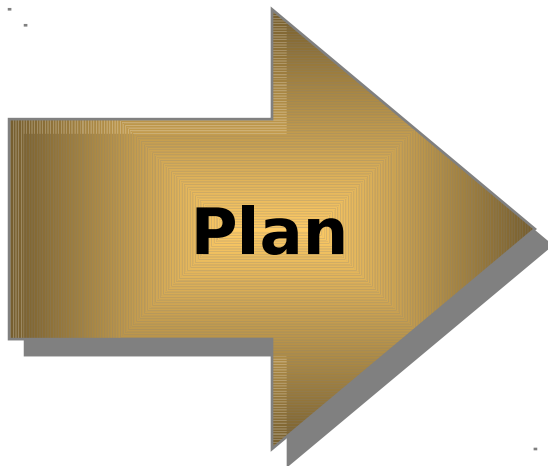




**U.S. AIR FORCE**

# ***Scope of SCOR Processes***

---



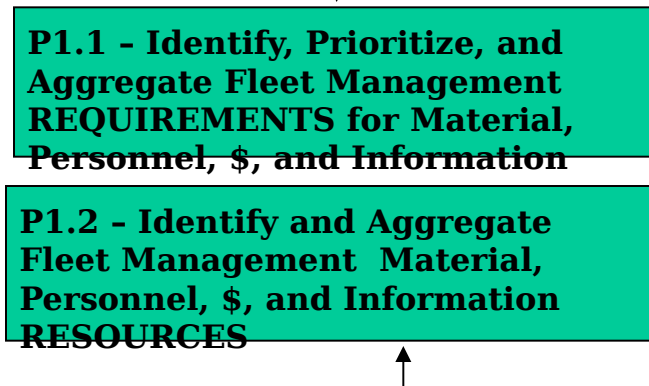
- Demand/supply planning
  - Assess supply resources, aggregate and prioritize demand requirements, plan inventory, distribution requirements, production, material, and rough-cut capacity for all products and all channels
  - Make/buy decisions, supply chain configuration, long-term capacity and resource planning, business planning, product phase-in/phase-out, manufacturing ramp-up, end-of-life management, product-line management
  - Manage planning infrastructure



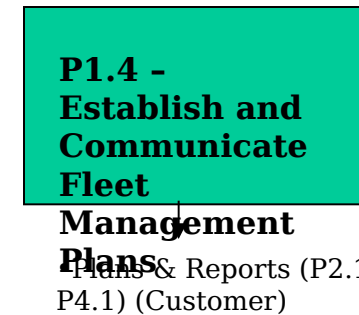
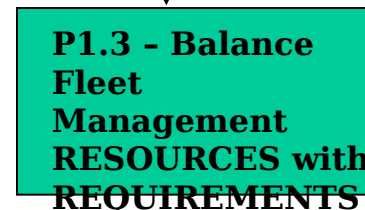
**U.S. AIR FORCE**

# ***P1 - Plan Fleet Management (Constrained Environment)***

- (Customer) Customer/Mission Requirements
- (D1.3, D1.10) Due-ins and RDD, Outbound Shipments (Parts, Personnel, Assets)
- (EP.3) Planning Data (Future Missions, Performance Metrics, Cost/Spend Authority, Recalls)
- (EP.9) Contingencies, Forecasts and Projections, Revised Business Assumptions



- (EP.1) Business Rules/Mission Priorities (shortfalls), Policies, Decision Logic, What-if Analysis, SLAs, Risk Analysis
- (EP.2) Performance Improvement Plan or projected improved efficiencies
- (EP.4) Inventory Strategy, TMSK and Reconstitution



- (P2.4) Single Consolidated Resource Document (Currently Use Several to Include: UMDs, VAL/ASC, Sourcing Plans, Budgets)
- (P3.4) Mission Support Capability (Product & service)
- (P4.4) Maintenance Schedule, Dispatch Schedule, Training Schedule, Spend Plans
- (EP.3) Planning Data (Future Missions, Performance Metrics, Cost/Spend Authority, Recalls)
- (EP.5, EP.6) Capacity Planning (Internal, External, Organic, Contracted)

- (EP.8) Regulatory Requirements (HAZMAT, EPA, Public Law, Policy, OSHA, DOT, etc.)
- Vendor/Supplier Inventory
- Customer Usage Information





**U.S. AIR FORCE**

# ***P2 - Plan Sourcing for Fleet Management***

- (Supplier) Product/Service Availability (For Contracted Workloads/Services)

- (S1.4, S2.4, S3.6) Inventory Availability (Personnel, Assets, \$, Material, Facilities, Workflow)

- (S1.1, S2.1, S3.3) Sourced Resources on Order and RDD, (Personnel, Assets, \$, Material, Facilities, Workflow)

- (EP.3) Planning Data (Future Missions, Performance Metrics, Cost/Spend Authority, Recalls)

- (EP.1) Business Rules/Mission Priorities (Shortfalls), Policies, Decision Logic, What-if Analysis, SLAs, Risk Analysis

**P2.1 - Identify, Prioritize, and Aggregate Product/service REQUIREMENTS**  
**P2.2 - Identify, Prioritize, and Aggregate Product/service RESOURCES**

**P2.3 - Balance Product/Service RESOURCES with Product/Service REQUIREMENTS**

**P2.4 - Establish and Communicate Fleet Management Sourcing Plan**

- (P1.4) Establish and Communicate Fleet Management Plans & Reports

- (P3.4) Maintenance/Service Schedule, Dispatch, Training/Inspection Schedule, Deployment Schedules, Contingency Plans

- (P4.4) Contractor Information (For Contracted Workloads/Services), Capacity of Lateral Units in the Enterprise that can be Utilized, Internal Capacity

- (EP.3) Planning Data (Future Missions, Performance Metrics, Cost/Spend Authority, Recalls)

- (EP.7) Bills of Materials (Planning & Execution), Workflow

- (D2.3, D3.3) Reserve Resources (Personnel, Assets, \$, Material, Facilities, Workflow) Based on Mission Requirements

- Plans & Reports (P2.1, P3.1, P4.1) (Customer)

***Integrity - Service - Excellence***



# P3 - Plan Make for Fleet Management

**U.S. AIR FORCE**

- (P1.4) Establish and Communicate Fleet Management Plans & Reports
- (P4.4) Contractor Information (For Contracted Workloads/Services), Capacity of Lateral Units in the Enterprise that can be Utilized, Internal Capacity
- (EP.3) Planning Data (Future Missions, Performance Metrics, Cost/Spend Authority, Recalls)
- (EP.7) Bills of Materials (Planning & Execution), Workflow
- (D2.3, D3.3) Reserve Resources (Personnel, Assets, \$, Material, Facilities, Workflow) Based on Mission Requirements
- (EP.1) Business Rules/Mission Priorities (Shortfalls), Policies, Decision Logic, What-if Analysis, SLAs, Risk Analysis

**P3.1 - Identify, Prioritize, and Aggregate Production REQUIREMENTS**

**P3.2 - Identify, Assess, and Aggregate Production RESOURCES**

**P3.3 - Balance Production RESOURCES with Production REQUIREMENTS**

**P3.4 - Establish and Communicate Production Plans**

- (P2.4) Single Consolidated Resource Document (Currently Use Several to Include: UMDs, VAL/ASC, Sourcing Plans, Budgets)
- (EP.3) Planning Data (Future Missions, Performance Metrics, Cost/Spend Authority, Recalls)
- (M1.1, M2.1, M3.2) Capacity Planning, Workflow Optimization Planning Information and Maintenance/Dispatch/Training Scheduling
- (M1.2, M2.2, M3.3) On-hand Inventory (Personnel, Assets, \$, Material, Facilities, Workflow)

- Production Plans & Reports (P1.2, P2.1, P4.2, M1.1, M2.1, M3.2, D1.3, D2.3, D3.3)

***Integrity - Service - Excellence***



**U.S. AIR FORCE**

# P4 - Plan Deliver for Fleet Management

- Reduced Standardized (With Commercial Sector) Plain English Asset Descriptions (Minimize Categories and Codes and Task Description Codes)
- Product/Category Lifecycle Information (Usage, Cost, R&M, Accessories, Warranty)
- (D4.6) Accountability and Visibility at Point of Sale Data (daily)
- Stock On-Hand Counts
- Vendor Lead Time to Acquisition
- Vendor Transit Time (RDD)

- (P1.4) Establish and Communicate Fleet Management Plans & Reports
- (EP.3) Planning Data (Future Missions, Performance Metrics, Cost/Spend Authority, Recalls)
- (EP.9) Contingencies, Forecasts and Projections, Revised Business Assumptions
- (EP.7) Bills of Materials (Planning & Execution), Workflow
- (D1.3, D2.3, D3.3) Due-ins and RDD, Outbound Shipments (parts, personnel, Assets) **Reserve Resources (Personnel, Assets, \$, Material, Facilities, Workflow) Based on Mission Requirements**

- Historical Data (at the item level)
- Stock-out History (Vanishing Vendor)
- Pilferage, Loss
- Economic Order Size

## P4.1 - Identify, Prioritize, and Aggregate Delivery Requirements

## P4.2 - Identify, Prioritize, and Aggregate Delivery RESOURCES

## P4.3 - Balance Delivery RESOURCES with Delivery REQUIREMENTS

## P4.4 - Establish and Communicate Delivery Plans

- (P2.4) Single Consolidated Resource Document (Currently Use Several to include: UMDs, VAL/ASC, Sourcing Plans, Budgets)
- (EP.3) Planning Data (Future Missions, Performance Metrics, Cost/Spend Authority, Recalls)
- (M1.1, M2.1, M3.2) Capacity Planning, workflow optimization planning information and Maintenance/Dispatch/Training Scheduling

- Delivery Plans & Reports (P1.2, P2.1, P3.1, D1.3, D2.3, D3.3)
- Stockage Levels, Adjusted Stock Levels & Safety Levels (Bench Stock) (D4.1)

- (M1.2, M2.2, M3.3) On hand Inventory (Personnel, Assets, \$, Material, Facilities, Workflow)

**Integrity - Service - Excellence**



## U.S. AIR FORCE

# P5 - Plan Return of Fleet Management

- Demand Planning Forecasts, Projections (Personnel, Assets, \$, Material, Facilities, Workflow)
- Contractual Obligations (Performance Based Contracts for Outsourced Service/Products), Customer Centric Performance Metrics
- (EP.3) Planning Data (Future Missions, Performance Metrics, Cost/Spend Authority, Recalls)
- (EP.9) Contingencies, Forecasts and Projections, Revised Business Assumptions
- Historical Data (at the Item Level)
- (ER.1) Business Rules, Business Logic

### P5.1 - Identify, Prioritize, and Aggregate Return REQUIREMENTS

### P5.2 - Identify, Prioritize, and Aggregate Return RESOURCES

• (ER.8) Regulatory Requirements (HAZMAT, EPA, Public Law, Policy, OSHA, DOT, etc.)

### P5.3 - Balance Return RESOURCES with Return REQUIREMENTS

### P5.4 - Establish and Communicate Return Plans

- (EP.1) Business Rules/Mission Priorities (shortfalls), Policies, Decision Logic, What-if Analysis, SLAs, Risk Analysis
- (EP.2) Performance Improvement Plan or Projected Improved Efficiencies
- (EP.4) Inventory Strategy, TMSK and Reconstitution

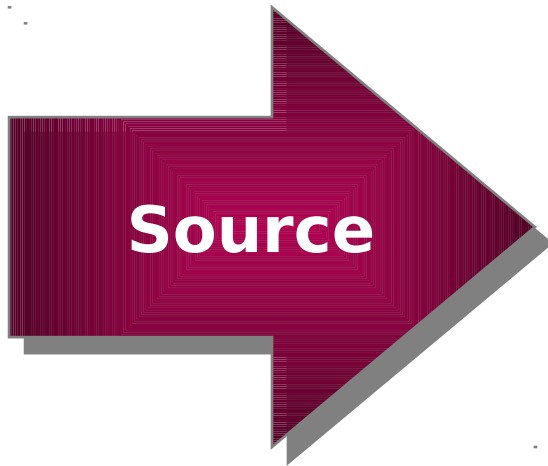
- (P2.4) Single Consolidated Resource Document (Currently use Several to Include: UMDs, VAL/ASC, Sourcing Plans, Budgets)
- (P3.4) Maintenance/Service Schedule, Dispatch, Training/Inspection Schedule, Deployment Schedules, Contingency Plans
- (EP.3) Planning Data (Future Missions, Performance Metrics, Cost/Spend Authority, Recalls)
- (EP.5, EP.6) Capacity Planning (Internal, External, Organic, Contracted)
- (EP.8) Regulatory Requirements (HAZMAT, EPA, Public Law, Policy, OSHA, DOT, etc.)
- (DR2.3, DR2.4) Test/Determine Condition, Disposition Data (Incoming Inspection/LTI, Lateral Support)
- (ER.1) Business Rules, Business Logic
- EP.9 Contingencies, Forecasts and Projections, Revised Business Assumptions
- ER.2 Quality Control (Return to Shop - Assets/Personnel Returned Because of Inability to Perform Assigned Task/Mission)(Planned and Unplanned)
- ER.3 Return Data (Future Missions, Performance Metrics, Cost/Spend Authority, Recalls)
- ER.4 Return Inventory Metrics Goals/Targets
- ER.6 Return Transportation Guidelines, Policies, & Agreements
- ER.7 Return Process Workflow Definitions & Policies
- ER.8 Regulatory Requirements (HAZMAT, EPA, Public Law, Policy, OSHA, DOT, etc.)

- Delivery Resources P4.2
  - Production Requirements P3.1
  - Source Requirements P2.1
  - Return Plans and Reports (DR2.1)
  - Return Rules and Policies DR1.1, DR3.1
  - Return Capabilities and Constraints DR1.1, DR3.1
  - Return Plan Schedule DR1.1, DR2.3, DR3.1
  - Process Procedures ER.2
- Included in All Above Factors, (Personnel, Assets, \$, Material, Facilities, Workflow)



U.S. AIR FORCE

# Scope of SCOR Processes

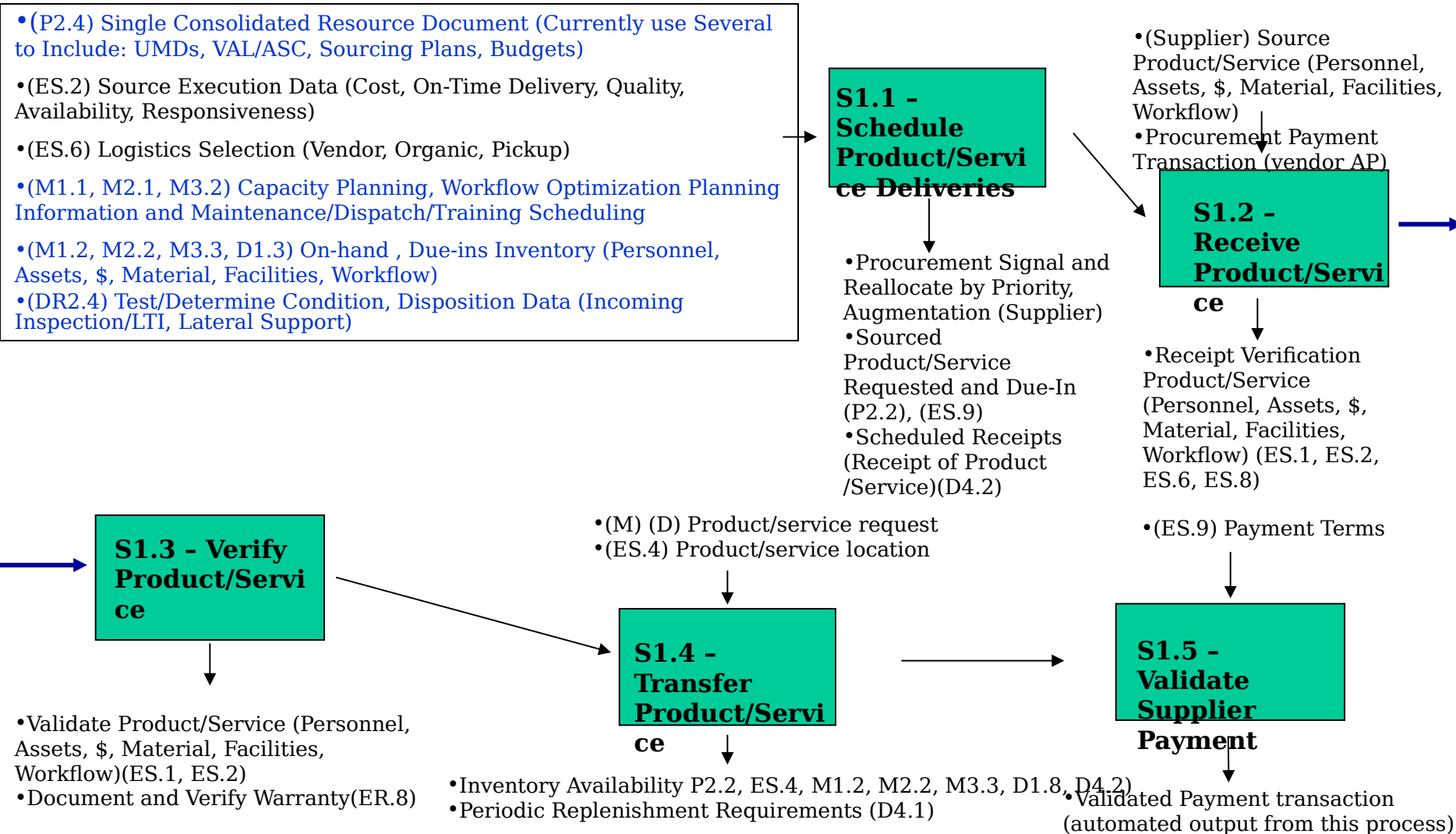


- **Sourcing/material acquisition**
  - Obtain, receive, inspect, hold, and issue material
  - Vendor certification and feedback, sourcing quality, in bound freight, component engineering, vendor contracts, initiate vendor payments
- **Raw Materials Warehouse management**
- **Raw Materials Transportation and installation management**
  - Manage traffic, manage inbound freight, manage Schedule installation activities
- **Source Enable Activities**
  - Manage source business rules, manage RM inventories



**U.S. AIR FORCE**

# ***S1 - Source Stocked Product/Service***



***Integrity - Service - Excellence***



# S2 - Source Make-to-Order Product/Service

## U.S. AIR FORCE

- (P2.4) Single Consolidated Resource Document (Currently Use Several to Include: UMDs, VAL/ASC, Sourcing Plans, Budgets)

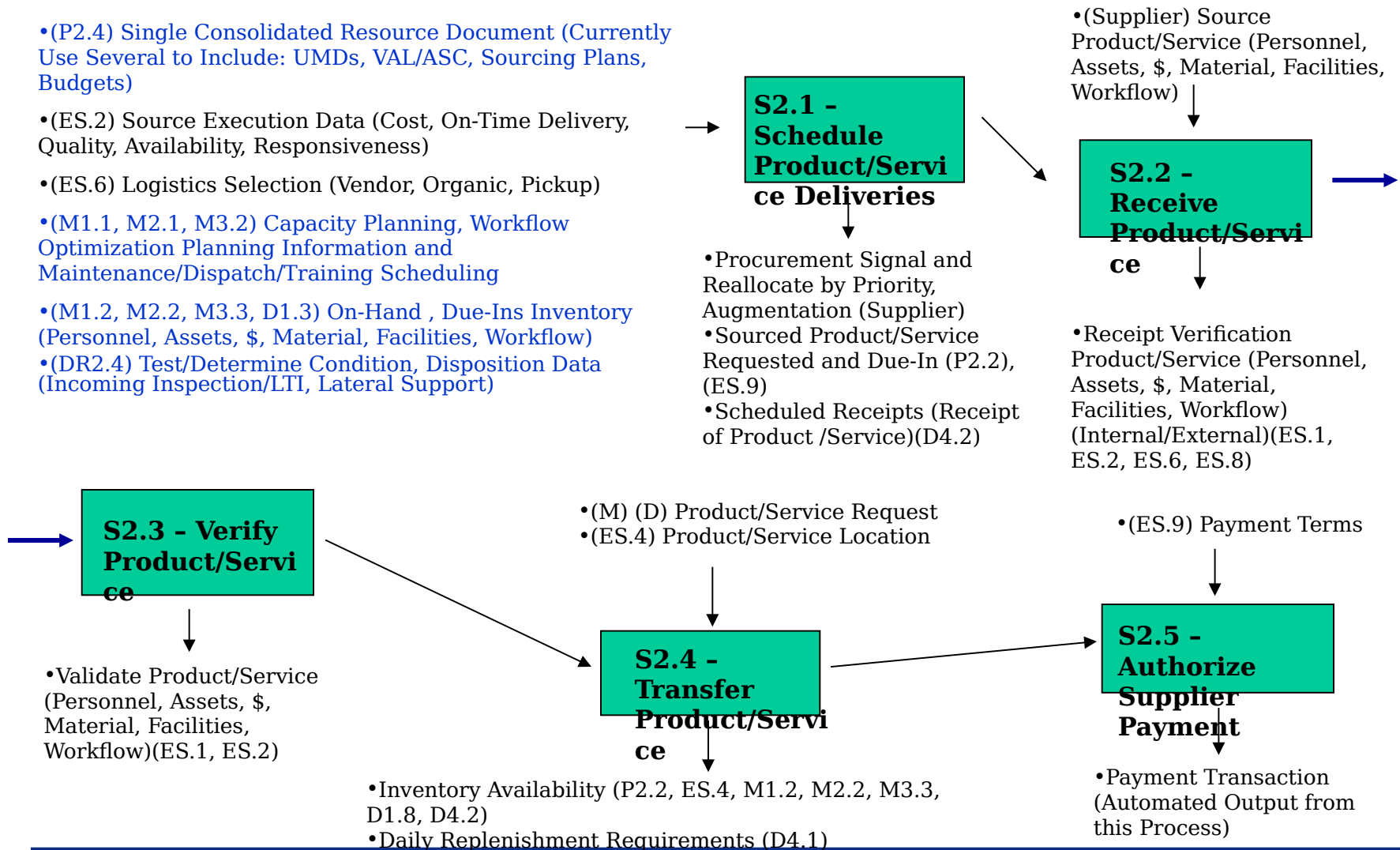
- (ES.2) Source Execution Data (Cost, On-Time Delivery, Quality, Availability, Responsiveness)

- (ES.6) Logistics Selection (Vendor, Organic, Pickup)

- (M1.1, M2.1, M3.2) Capacity Planning, Workflow Optimization Planning Information and Maintenance/Dispatch/Training Scheduling

- (M1.2, M2.2, M3.3, D1.3) On-Hand , Due-Ins Inventory (Personnel, Assets, \$, Material, Facilities, Workflow)

- (DR2.4) Test/Determine Condition, Disposition Data (Incoming Inspection/LTI, Lateral Support)





U.S. AIR FORCE

# ***Scope of SCOR Processes***

---



- **Production execution**

- Request and receive material, manufacture and test product, package, hold and/or release product
- Engineering changes, facilities and equipment, production status, production quality, shop scheduling/sequencing, short-term capacity
- WIP Transportation

- **Make Enable Activities**

- Manage production business rules, manage WIP inventories





## U.S. AIR FORCE

# M1-Prepare for Mission Support

• Production Plans & Reports (P1.2, P2.1, P4.2, M1.1, M2.1, M3.2, D1.3, D2.3, D3.3)

• (S1.1, S2.1, S3.3) Scheduled Receipts

• (M1.2, M1.3A, M1.5, M1.6) Information Feedback

• (EM.1, EM.2, EM.3, EM.5) Equipment and Facilities Schedules and Plans (Tools, Training)

• Return Inventory Transfer Data (P5.2)

### M1.1 - Schedule Mission Support Activities

• Production Schedule (P3.2, S1.1, S2.1, S3.3, D1.3, D1.8, D4.2)

• M1.3 Produce End Product/Service

### M 1.3A - Complete Quality Control

• Information Feedback (M1.1) (Services Completed, Training Deficiencies, FOD)  
• Quality Control Metrics  
• Customer Notification

• (S1.4, S2.4, S3.6) Inventory Availability  
• (EM.4) WIP Handling Rules, Move Information and Methods  
• (EM.6) WIP Location Rules (Awaiting Shop, VDP, Awaiting Disposition Instructions)  
• (EM.8) Regulatory Compliance

### M1.2 - Gather Resources

• Inventory Availability (P3.2)  
• Information Feedback (M1.1)  
• Replenishment Signal (S1.1, S2.1, S3.3)  
• Product Location Information (EM.6)  
• Customer Notification/Exception Notification  
• (P3.4) Production Plan  
• (P4.4) Delivery Plan

### M1.5 - Package/Stage Product/Service

• Information Feedback (M1.1)  
• (P3.4) Production Plan  
• (P4.4) Deliver Plan  
• Inventory Availability (P3.2)

• Production Schedule (P3.2, S1.1, S2.1, S3.3, D1.3, D1.8, D4.2)  
• Product Location Information (EM.6)  
• Inventory Availability (P3.2)

### M 1.3 - Produce End Product/Service

• Information Feedback (M1.1)  
• Labor Hours Start/Stop  
• Route to QC

### M1.6 - Release Product/Service to Deliver

• Information Feedback (M1.1)  
• Finished Product Release (D1.8, D4.2)  
• Customer Notification/Exception Notification (CAC)



**U.S. AIR FORCE**

# ***Scope of SCOR processes***



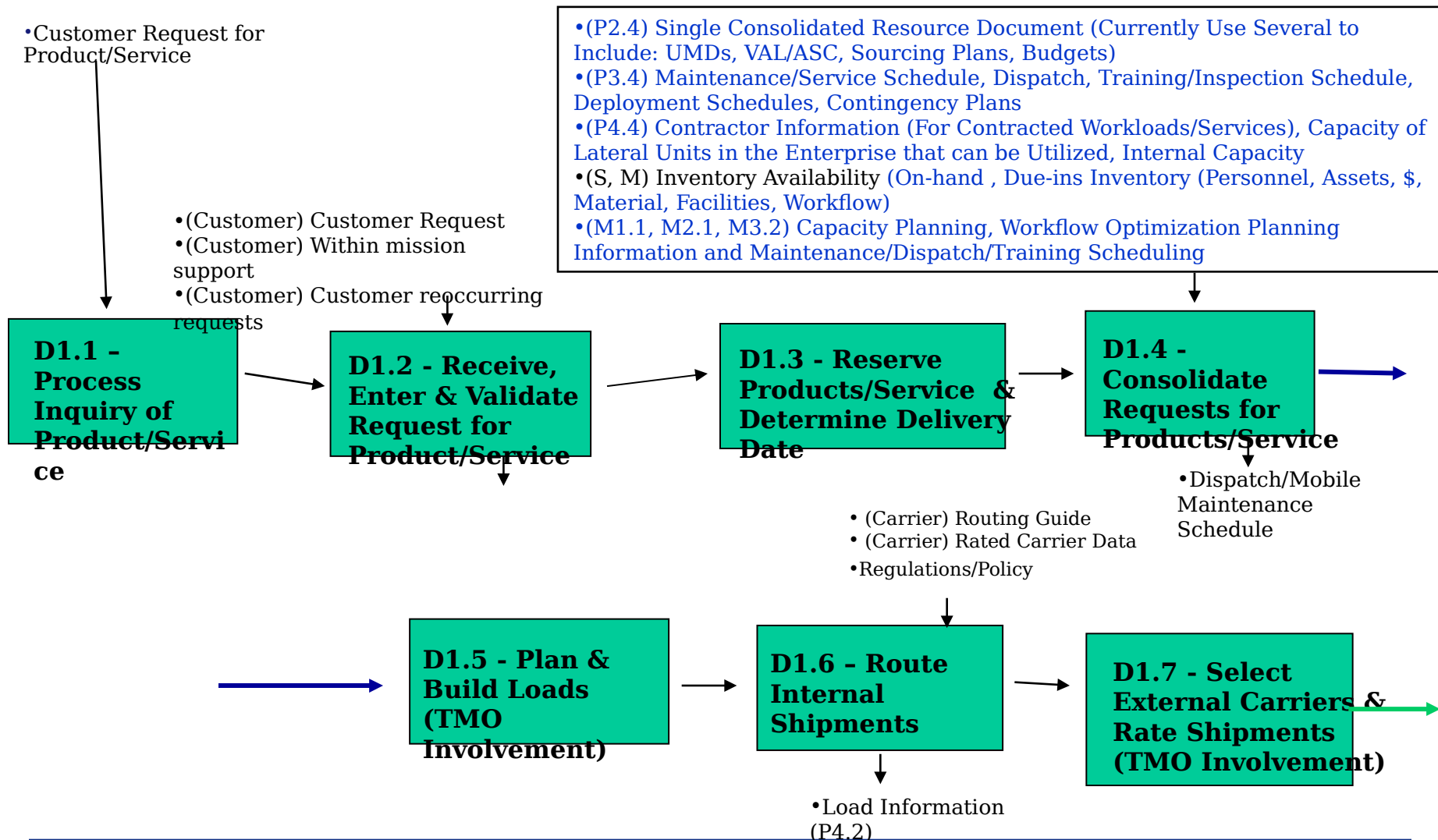
**Deliver**

- Order management
  - Enter and maintain orders, generate quotations, configure product, create and maintain customer database, manage allocations, maintain product/price database, manage accounts receivable, credits, collections and invoicing
- Finished Goods Warehouse management
  - Store, pick, pack and configure products, create customer specific packaging/labeling, consolidate orders, ship products
- Finished Goods Transportation and installation management
  - Manage traffic, manage outbound freight, manage Schedule installation activities, perform installation, verify performance
- Deliver Enable Activities
  - Manage channel business rules, order rules, manage deliver inventories, manage deliver quality, Manage product import/export



**U.S. AIR FORCE**

# D1 - Deliver Product/Service



***Integrity - Service - Excellence***



**U.S. AIR FORCE**

# ***D1 - Deliver Product/Service (continued)***

- (S1.1, S1.4) Sourced Resources on Order and RDD, (Personnel, Assets, \$, Material, Facilities, Workflow)
- (M1.1,) Capacity Planning, Workflow Optimization Planning Information and Maintenance/Dispatch/Training Scheduling
- (M1.6) Outbound Inspection/Closeout Report

**D1.8 - Receive Product/Service into Inventory**

- Unsatisfied Mission Requirements (Capture Demands for Planning Process (P1.1, P4.1))
- Inventory Availability/ Delivery Date (On-hand , Due-ins Inventory (Personnel, Assets, \$, Material, Facilities, Workflow) (P4.2))
- Replenishment Signal (S1.1)(MEL) On-hand , Due-ins Inventory (Personnel, Assets, \$, Material, facilities, workflow)
- Inventory Availability (D) (On-hand , Due-ins Inventory (Personnel, Assets, \$, Material, Facilities, Workflow)

**D1.9 - Select Product/Service**

- (D) Consolidate Product/Service

**D1.10 - Configure Product/Service to Provide Mission Support**

- Configured Products/Service (Personnel, Assets, \$, Material, Facilities, Workflow (Documentation))

- Inventory Availability (D) (On-hand , Due-ins Inventory (Personnel, Assets, \$, Material, Facilities, Workflow)

- (D) Advanced Product/Service Notice

**D1.11 - Customer Receives & Verify Product/Service**

**D1.12 - Complete Product/Service**

**D1.13 - Invoice (Where Applicable)**

- Invoice

***Integrity - Service - Excellence***



U.S. AIR FORCE

# ***Scope of SCOR Processes***

---



**Return**

- **Return Source**
  - Activities associated with returning material to a supplier including the communication with the trading partner, the generation of documentation, and the physical return / shipment of product.
- **Return Deliver**
  - Activities associated with receiving and disposing of returned material from a customer including the communication with the trading partner, the generation of documentation, and the physical return / receipt and dispositioning of product.



**U.S. AIR FORCE**

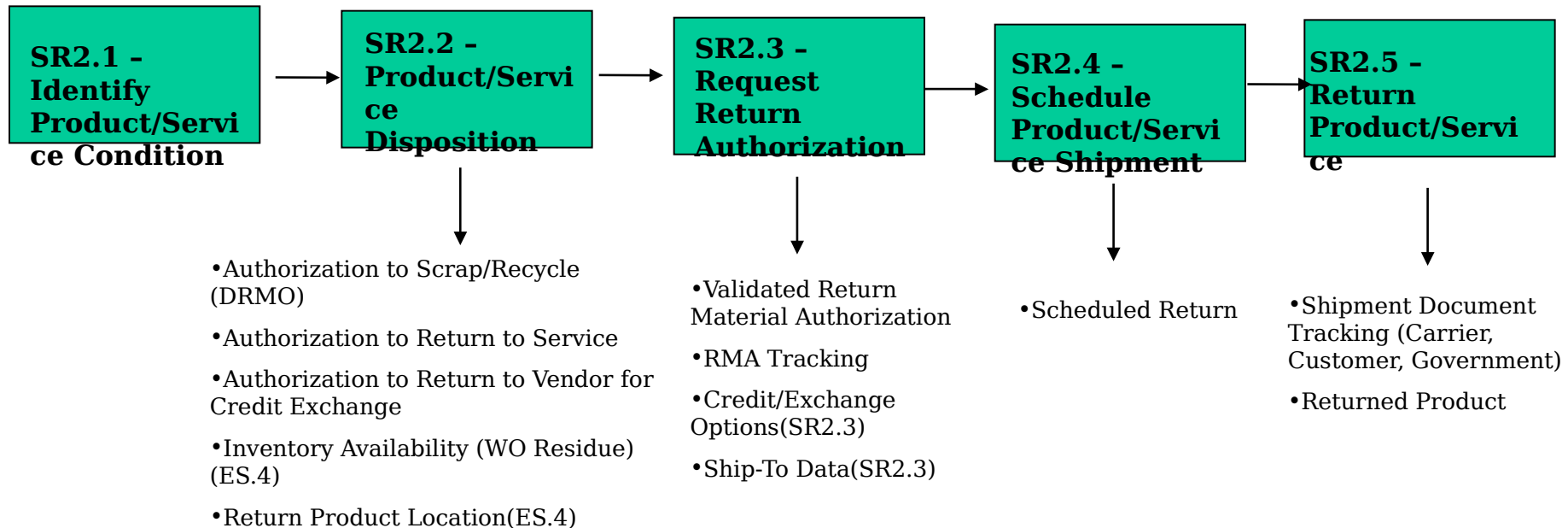
# SR2 - Return Source

•Receipt Verification Product/Service (Personnel, Assets, \$, Material, Facilities, Workflow) (ES.1, ES.2, ES.6, ES.8)

•(ER.1) Manage Business Rules(Shipping Cost, DIFM)

•(ER.8) Manage Regulatory Return Policy (HAZMAT)

•(ER.8) Warranty Data





**U.S. AIR FORCE**

# DR2 - Return Deliver

- (P3.4) Maintenance/Service Schedule, Dispatch, Training/Inspection Schedule, Deployment Schedules, Contingency Plans
- EP.9 Contingencies, Forecasts and Projections, Revised Business Assumptions
- ER.2 Quality Control (Return to Shop - Assets/Personnel Returned Because of Inability to Perform Assigned Task/Mission)(Planned and Unplanned)
- ER.3 Return Data (Future Missions, Performance Metrics, Cost/Spend Authority, Recalls)
- ER.4 Return Inventory Metrics Goals/Targets
- ER.6 Return Transportation Guidelines, Policies, & Agreements
- ER.7 Return Process Workflow Definitions & Policies
- ER.8 Regulatory Requirements (HAZMAT, EPA, Public Law, Policy, OSHA, DOT, etc.)

- (P3.4) Maintenance/Service Schedule, Dispatch, Training/Inspection Schedule, Deployment Schedules, Contingency Plans

- Return Schedule Instructions (UDI Returns, Scheduled/Unscheduled Maintenance)(DR2.3)

- ER.6 Return Transportation Guidelines, Policies, & Agreements
- ER.8 Regulatory Requirements (HAZMAT, EPA, Public Law, Policy, OSHA, DOT, etc.)
- RMA/Documentation (Return Tracking Number ex. ULN, TCN)

## D2.2 - Schedule Return Receipt

- Return Schedule Instructions (UDI Returns, Scheduled/Unscheduled Maintenance)(DR2.3)

- RMA/Documentation (Return Tracking Number ex. ULN, TCN)

## DR2.3 - Receive Product/Service (includes verify)

- Return Product/Service (DR2.4)
- Return Inventory Transfer Data (P5.2)
- ER.4 Return Inventory Metrics Goals/Targets
- Receipt Discrepancy Notification (P, S, ER)(DIFM parts, cores)

## DR2.1 - Authorize Product/Service Return

- ER.4 Return Inventory Metrics Goals/Targets
- ER.3 Return Data (Future Missions, Performance Metrics, Cost/Spend Authority, Recalls)

- (P2.4)Sourcing Plans

## DR2.4 - Transfer Product/Service

- Return Inventory Transfer Data (P5.2)
- ER.4 Return Inventory Metrics Goals/Targets
- Products

**Integrity - Service - Excellence**



U.S. AIR FORCE

# Activities

**P1 - Plan Fleet Management**

**P1.2 - Identify, Prioritize, and Aggregate Fleet Management Material, Personnel, \$s and Information RESOURCES**

SCOR Level Three (Activity)	SCOR Level Four (Activity)	Required Information	Required Information
Check Asset Availability	Check Personnel availability	Current manning levels	On-hand
	Check Material availability		Inbound
	Check Dollars available		Out-bound
			Certification/Training
			Skill level
			Lateral support
			Augmentation
			Contractor support
		Scheduled/committed	Train
			Deploy
			Leave
			Sick/profile
			Recovery time
		Material availability	On-hand, Asset Levels
			Inbound
			Out-bound
			Scheduled for workflow (obligated for maintenance)
			Scheduled for dispatch
			Recall/TCTO/Safety
			Contract or lease
			Lateral support
		Budget/spend authority information	Type of money
			Obligations
			Reimbursements
			Account tracking (train and supply)
			Forecast
			Reallocation of Funds





# ***Scenarios***

## **U.S. AIR FORCE**

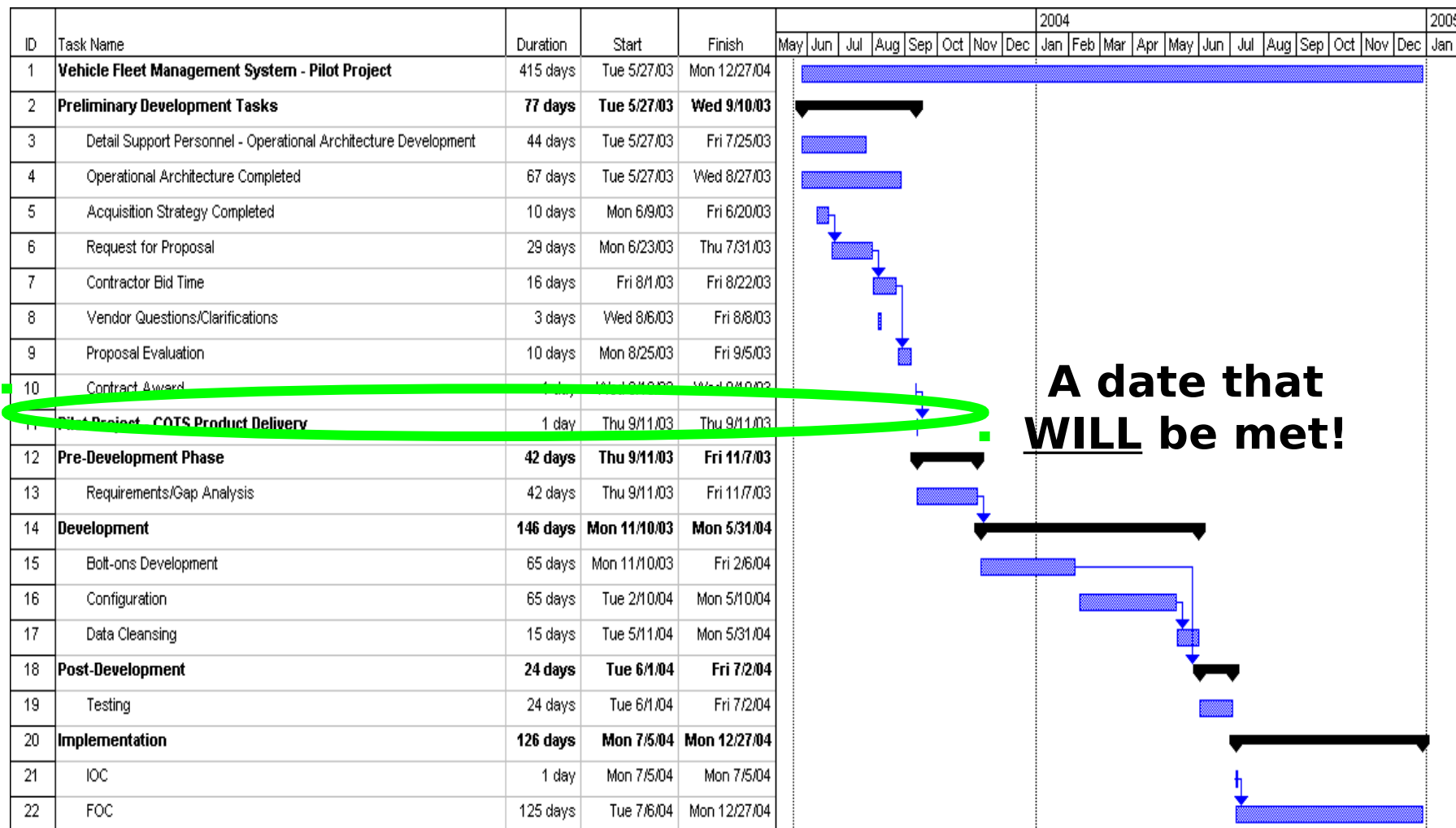
---

- **#1. Demonstrate the process of receiving a requirement for assets from a higher HQ (the assets are 2 fire trucks, 5 refuelers, 1 60K Loader, 1 10K All Terrain, 4 HMMVs, with qualified drivers and support equipment/personnel to support a 90 day mission with 24 hours a day operations in an environment with intermittent connectivity)**
- **#2. Demonstrate how you would enter an existing asset into maintenance (the asset is 1 each pickup)**
- **#3. Enable the Planning Process**
- **#4. Demonstrate Sourcing Capability (tools, equipment, parts, kits)**
- **#5. Demonstrate Mission Support Visibility (during mission support)**
- **#6. Demonstrate Dispatching of assets to provide mission support**



# Notional Schedule

**U.S. AIR FORCE**



# ***Headquarters U.S. Air Force***

---

***I n t e g r i t y - S e r v i c e - E x c e l l e n  
c e***

**BACKUP SLIDES**

---



**U.S. AIR FORCE**

# ***What Does the Warfighter Need to Manage the AF ~~Enterprise Fleet?~~***

- **CSF - Resources (people, material, \$\$, Information)**
- **Relative Real Time Visibility (Personnel, Assets)**
  - **(Appropriate to the situation and the type of decision that needs to be made)**
  - **CSF - Workflow information at the individual level, Higher HQ at the appropriate aggregate level**
  - **CSF - Workflow Constraint**
  - **CSF - Flexibility to change according to tactical and garrison operations**
  - **CSF - Two way info flow to/from contractors or vendors**
    - **(must address availability of data in each instance)**
  - **CSF - Regardless of geographic location (AEF)**
  - **CSF - Forecasted Demands/Requirements**
  - **CSF - Operational Readiness Information**
  - **CSF - Location (assigned, tasked, available, dispatched, deployed, in maintenance, in transit)**
  - **NTH - GPS Location for each asset**



**U.S. AIR FORCE**

# ***What Does the Warfighter Need to Manage the AF ~~Enterprise Fleet?~~***

- **CSF - Information/Tracking on tools, Test Equipment, Spares Kits, UTCs, personnel**
- **CSF - Appropriate Level of Seamless Connectivity and AIT throughout the Enterprise**
  - **Appropriate level of priority for available connectivity with other operational requirements**
- **CSF - Stand-Alone capability in austere environments or periods of down-time**
- **CSF - Spares, tools, material, Fuels within required Delivery date**
  - **Lead time for acquisition**
  - **Rolling Down-for-Parts (has some amount of capability), can still perform its mission in a limited fashion**
- **NTH - Visibility, Authority to make decisions on multiple sources of supply based on price, availability, RDD (single portal eProcurement capability)**



U.S. AIR FORCE

# ***What Does the Warfighter Need to Manage the AF Enterprise Fleet?***

---

- **CSF - Digitally Available Tech Data**
- **CSF - Accurate Bills of Material/ Planning BOMs**
- **CSF - Replacement Forecasts (APOM, POM)**
- **CSF - Usage/Historical Data**
- **CSF - Capacity Information for Facilities and Units**
- **NTH - Surge Capability and Visibility to see underutilized capability (people, resources, etc) and use/re-alignment of them**
- **CSF - Detailed Report Generation**
- **CSF - Ability to do predictive analysis and ad-hoc queries**
- **CSF - Standardized Visibility of HAZMAT Material**



U.S. AIR FORCE

# ***What Does the Warfighter Need to Manage the AF Enterprise Fleet?***

- **CSF - Visibility of AF Corporate and MAJCOM Priorities**
  - **Consistent prioritization and authority to set workflow priorities**
- **CSF - Visibility and formalized Training System to see priorities, requirements and set priorities for training programs for Fleet Management Personnel. Should be able to see remaining requirements.**
- **CSF - Streamlined Cataloging Function (NSN, MGT) [move toward common language and away from codes]**
- **CSF - Ability to issue/manage government licenses**
- **CSF - Automated capability for lateral support for parts**



U.S. AIR FORCE

# ***What Does the Warfighter Need to Manage the AF ~~Enterprise Fleet?~~***

- **CSF - Scheduling Capability for Workflow management**
- **CSF - Integrated Dispatching with Maintenance and Supply**
- **CSF - Automated Warranty tracking of end items and components**
- **CSF - Ability to track multiple categories of alternative fuels**